

Bespoke Engineered Oak Flooring



2023 Brochure & Price List

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WELCOME TO



Riva Trend Space

Elesco is a family run wood flooring business based in York. Our European Engineered wood floors are hand finished at our state-of-the-art factory, allowing us to provide clients with a wide range of finishes and designs with short lead times; **a truly bespoke service.**

Elesco offers the most popular styles of engineered wood flooring including, **herringbone, planks, chevron, basket weave and mansion weave**, available in different thicknesses & grades. Our oak flooring is sourced from Europe and finished at our UK factory. **All designs can be finished in any colour from our expansive range**, we offer a hardwax oil range and UV oil range, meaning we can offer clients an almost endless choice which are suitable for any domestic or commercial applications.

We pride ourselves on using the best materials for our clients floors. We source long length European oak boards, with lengths up to 2.8m long and 300mm wide. We have worked alongside our mills for over 15 years and focus on quality manufacturing and strict grading rules.

We currently have around **20,000m²** of unfinished oak in stock in our 2 UK warehouses, available in 54 varying formats.

Choose: the width, grade, thickness, style and finally the colour.

Elesco has an onsite colour lab, where our skilled technicians are constantly working to bring our clients new and innovative colours and finishes. As we do all our colour development in house, we can offer a **colour matching service**. Send us a colour swatch and our experts will work to match this on any design in our range.

Sustainability is at the heart of everything we do, we are proud to be a part of **Timber Neutral Scheme**, this offsets our oak usage by replanting trees across the UK.

We are also **FSC certified (FSC® NC-COC-005535-395)** which ensures the oak is harvested from sustainable sources and does not contribute to any deforestation.

Scan to view
our factory tour





COLOUR MATCHING SERVICE AVAILABLE

Over 500 colours options and 54 different formats of wood.

Produced in house, bespoke to each client. If you can't find what you are looking for we offer a colour matching service.

The options are endless!

QUALITY & DURABILITY IS THE KEY

All our floors get a additional clear top coat to improve durability and a smoother surface which promotes easier cleaning.

We can apply further top coats for improved durability.

Many pre-finished floors may feel very dry and may need additional coats after installments. Ours do not!

OUR HIGH CAPACITY FINISHING FACILITY MEANS WE PROVIDE A QUICK TURNAROUND



WE HAVE A HUGE RANGE TO CHOOSE FROM

Over 20,000m² of various planks widths, thicknesses, and grades, in stock, ready to be finished in your chosen product rang & colour

COLOURS ARE AVAILABLE IN

Riva Trend Space

PLEASE ENQUIRE FOR MORE DETAILS

Riva

Our Riva range is what we have built the business around for the last 15 years, using the highest quality long length European oak on a birch plywood base.

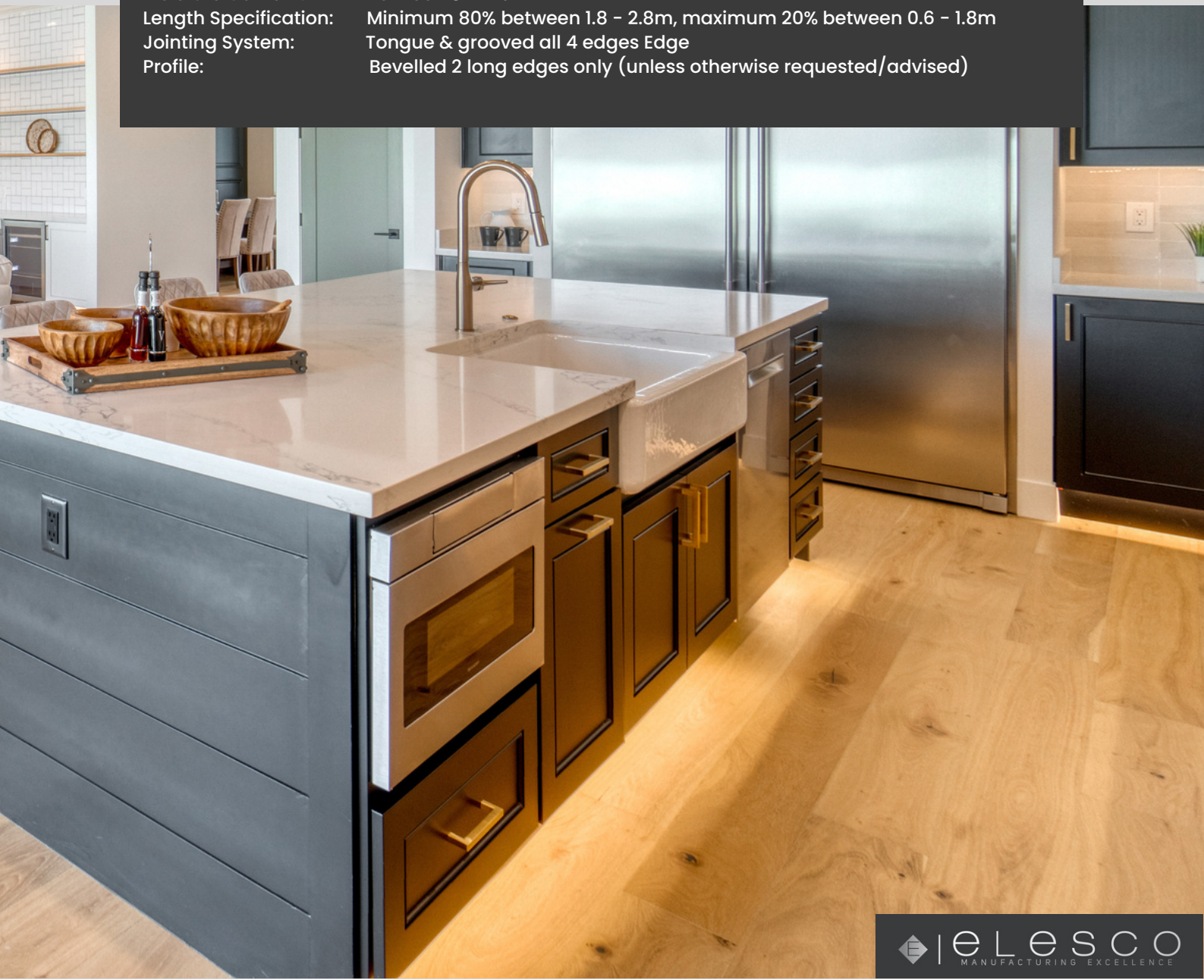
This is our largest range of designs that we offer. We have 54 different SKU's of flooring. The length spec of the planks is up to 2.8 m, offering some of the longest planks on the market.

Planks are available in 100mm, 140mm, 180mm, 220mm, 260mm, 300mm in 16/4mm or 20/6mm Rustic, Nature & Prime.

Our European Engineered Oak Flooring is manufactured in Central Europe to the highest possible standard & finished in Yorkshire by traditional techniques & modern finishing machinery. It is made up from a top layer of European Oak bonded to high quality birch plywood to ensure the product is very stable and also suitable for underfloor heating systems.

General Specification

Oak Type:	European Oak (Quercus Robus)
Oak Source:	Central European
Plywood Type:	WBP Birch Plywood
Plywood Source:	Eastern European (the best in the world for flooring plywood)
Moisture Content:	Between 8 - 11%
Length Specification:	Minimum 80% between 1.8 - 2.8m, maximum 20% between 0.6 - 1.8m
Jointing System:	Tongue & grooved all 4 edges Edge
Profile:	Bevelled 2 long edges only (unless otherwise requested/advised)





THICKNESS OPTIONS

21mm Product Specification

Oak top layer thickness = 6mm (+/-0.5mm)
 Birch plywood thickness = 14.5mm (+/-0.5mm)
 Overall product thickness = 20.5mm (+/-0.3mm)

16mm Product Specification

Oak top layer thickness = 4mm (+/-0.5mm)
 Birch plywood thickness = 12mm (+/-0.5mm)
 Overall product thickness = 16mm (+/-0.3mm)



STYLE OPTIONS

Plank
 100mm, 140mm, 180mm, 220mm, 260mm &
 300mm

Herringbone
 600 x 120mm & 500 x 100mm

Over 20,000m2 kept in stock

Chevron
 Lead time 6 weeks

Mansion Weave
 Lead time 6 weeks

Basket Weave
 Lead time 6 weeks



GRADING OPTIONS



RUSTIC

Knot content: Unlimited healthy knots allowed, filled cracked knots up to 60mm allowed. Filled dead knots up to 30mm allowed, (replacement knots may be used on larger dead knot holes) Total of knots is unlimited.

Other traits: Limited small bark pockets allowed, splits up to 3mm in width and length of which doesn't exceed the width of the plank allowed, limited to 20% of total volume. No worm hole allowed.

Sap content: Edge sap allowed limited to 30% of the width of the board. Limited core sap to 15% of total volume.

Colour: Natural variation allowed, small amounts of dark heart wood allowed.

NATURE

Knot content: Healthy knots up to 30mm diameter allowed, filled cracked knots up to 30mm diameter allowed, filled dead knot holes up to 10mm diameter allowed, total number of knots is limited 5 per board.

Other traits: No bark pockets, split or worn holes allowed.

Sap content: No edge sap allowed, limited core cap sap to 5% of total volume.

Colour: Natural variation allowed, no dark heart wood allowed.



PRIME

Knot content: Only pin knots up to 10mm diameter allowed, limited to 3 knots per board.

Other traits: No bark pockets, splits or worm holes allowed.

Sap content: No edge sap allowed, limited core sap to 5% of total volume.

Colour: Natural variation allowed, no dark heart wood allowed.

PLANK		20/6mm			16/4mm		
Face Width		Rustic	Nature	Prime	Rustic	Nature	Prime
100mm 140mm	MSRP	£98.65	£113.65	£123.65	£93.65	£108.65	£117.65
	Trade	£69.06	£79.56	£86.56	£65.56	£76.06	£82.36
180mm	MSRP	£105.65	£121.30	£135.00	£99.04	£115.70	£130.78
	Trade	£73.96	£84.91	£94.50	£69.33	£80.99	£91.55
220mm	MSRP	£110.13	£127.78	£144.74	£104.52	£122.17	£139.13
	Trade	£77.09	£89.45	£101.32	£73.16	£85.52	£97.39
260mm	MSRP	£124.09	£142.61	£164.30	£116.61	£137.13	£159.00
	Trade	£86.86	£99.83	£115.01	£81.63	£95.99	£111.30
300mm	MSRP	£138.04	£162.17	£190.00	PRICES INCLUDE FINISHING		
	Trade	£96.63	£113.52	£133.00			

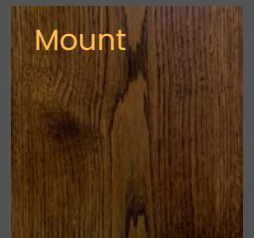
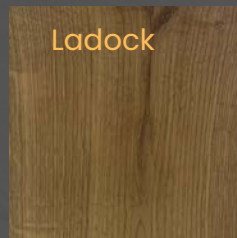
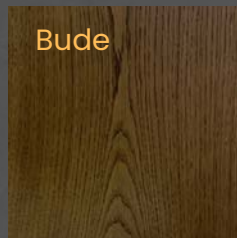
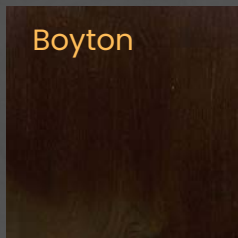
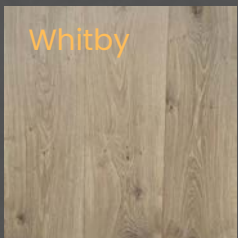
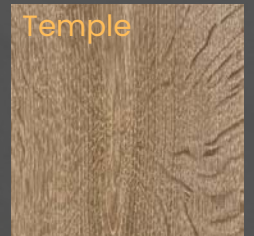
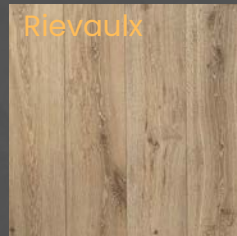
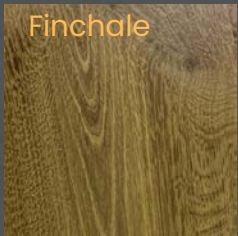
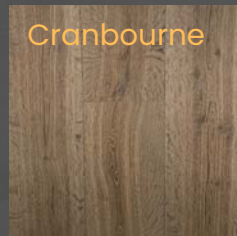
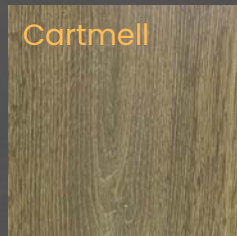
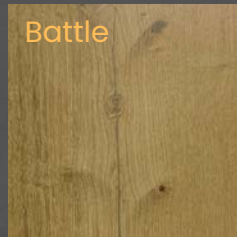
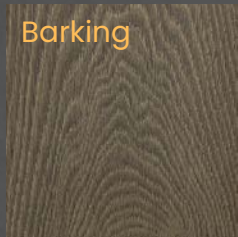
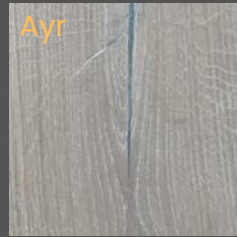
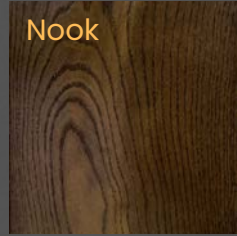
HERRINGBONE		20/6mm			16/4mm		
		Rustic	Nature	Prime	Rustic	Nature	Prime
600 x 120	MSRP	£122.17	£135.00		£116.61	£130.78	
	Trade	£85.52	£94.50		£81.63	£91.55	
CHEVRON		20/6mm			16/4mm		
600 X 120	MSRP	£144.74	£162.17		£142.61	£159	
	Trade	£101.32	£113.52		£99.83	£111.30	

Prices per m2, excluding vat and delivery
Small order surcharge to apply if under 25m2

FeathEffect colours "F" prefix are +£15 to the above prices

OVER 500 COLOURS TO CHOOSE FROM

Riva





HERRINGBONE
Riva



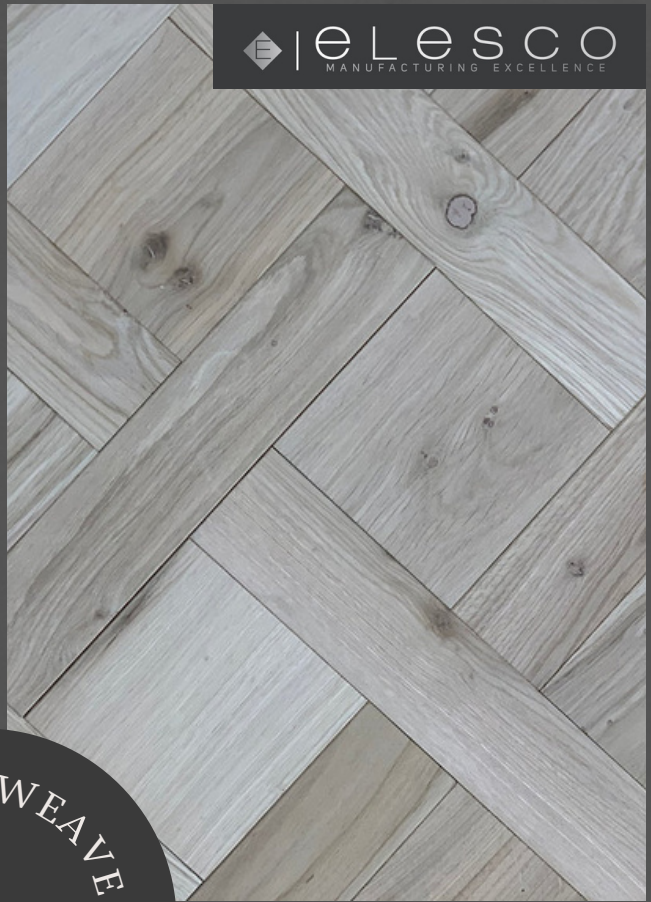
600 x 120 x 16/4mm or 20/6mm Rustic or Nature



CHEVRON
Riva



Lead time 6 weeks



elesco
MANUFACTURING EXCELLENCE

BASKET WEAVE
Riva



Lead time 6 weeks

elesco
MANUFACTURING EXCELLENCE

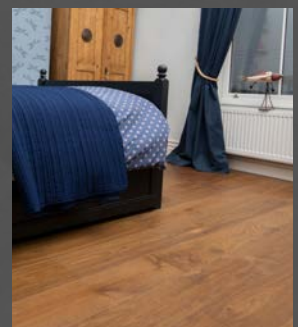


MANSION WEAVE
Riva



Lead time 6 weeks

CASE STUDIES



Trend

Our Trend collection is based on select grade flooring, we offer this collection in limited sizes, planks are 220mm wide and 1.9m long with some nested halves. We offer a matching herringbone (120x600), chevron (120x480) and Mansion Weave

All of the oak is European, is FSC® certified and part of the Timber Neutral scheme. We want to offer our clients both of these accreditation's which shows that we care for the environment and it is important for us to offset our activities the best we can.

This collection does have a rustic grade available in plank & herringbone.

General Details

Oak Type: European
 Plywood Type: Birch plywood core
 Moisture Content: 6-9%
 Length Spec: 1.9m with nested splits (maximum of 1 per pack)
 Jointing System: Tongue and groove all 4 edges
 Edge Profile: Bevelled 2 long edges (2 way micro)

Products marked FSC are certified to be sold under NC-COC-005535-395 (FSC100%)



220 x 16/4mm Plank

600 x 120 x 16/4mm Herringbone

480 x 120 x 16/4mm Chevron

Grade	MSRP	Trade	Grade	MSRP	Trade	Grade	MSRP	Trade
Rustic	£99.00	£69.30	Rustic	£97.50	£68.25	Rustic	NA	NA
Prime	£113.00	£79.60	Prime	£106	£74.20	Prime	£121	£84.70

Prices per m2, excluding vat and delivery
 Small order surcharge to apply if under 25m2

FeathEffect colours "F" prefix are +£15 to the above prices



SPECIFICATION

- FSC® certified
- European Oak with a Eucalyptus plywood core
- 220mm x 16/4mm Brushed available in Rustic or Select
- 220 x 16/4mm Smooth Select only
- Fixed length planks at 1.9m, 1 set of nested halves

Herringbone 600 x 120 x 16/4mm
Rustic or Select

Chevron 480 x 120 x 16/4mm
Select only

RUSTIC GRADE

Knot content: Unlimited healthy knots allowed up to 60mm diameter, filled cracked knots allowed. Filled dead knot holes up to 40mm allowed. Live edge knots allowed. Pin knots allowed. Total of knots is unlimited.

Other traits: Splits up to 5mm in width and 300mm in length allowed, limited to 1-2 per board. 1mm worm holes allowed.

Sap content: Edge sap allowed limited to 20% of the width of the board.

Colour: Natural colour variation allowed; small amounts of dark heart wood and irregular grain allowed.



SELECT GRADE

Knot content: Live knots up to 15mm diameter allowed, limited to 2-4 knots per board. Dead knots up to 5mm diameter allowed, limited to 1-2 knots per board. Pin knots allowed. Edge knots not allowed.

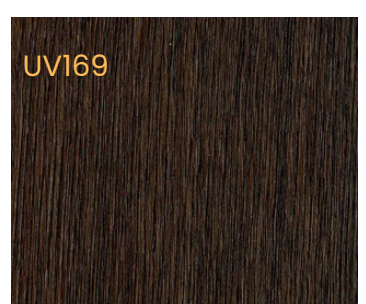
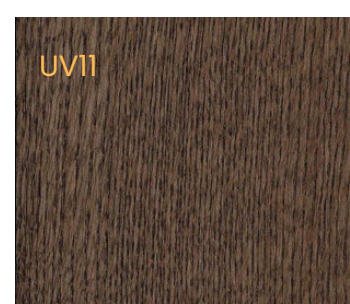
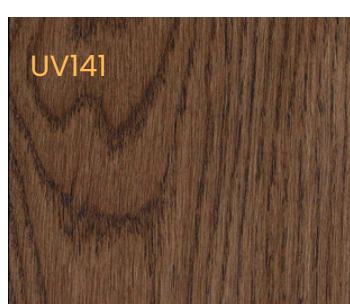
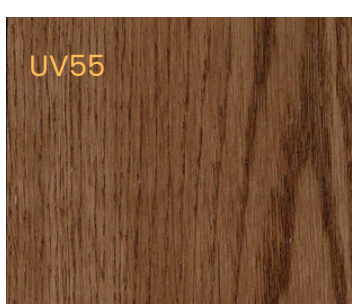
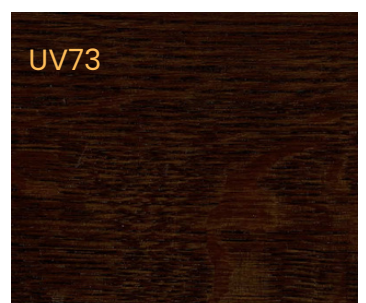
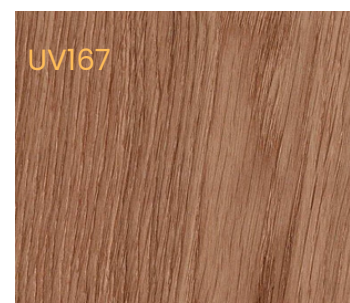
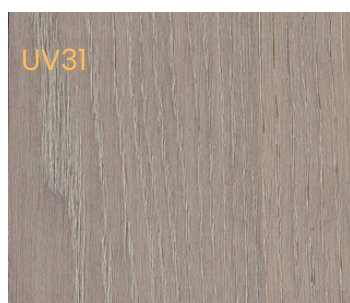
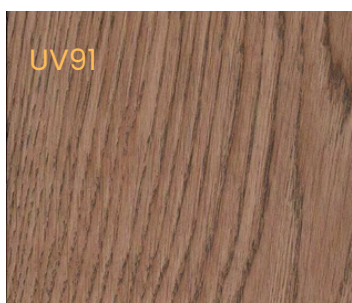
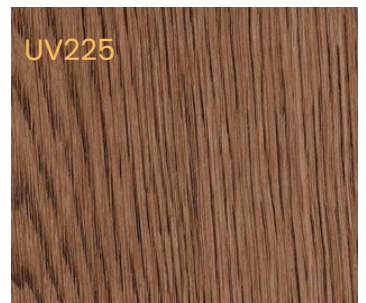
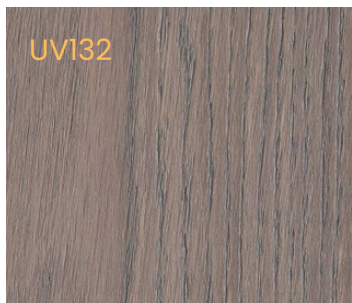
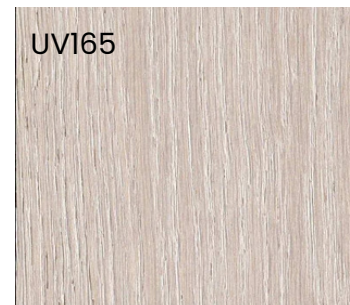
Other traits: No splits allowed. Insect knots allowed at 1mm

Sap content: No sap allowed.

Colour: Natural variation allowed; no dark heart wood allowed.



Trend



Space

Our Space range is our most competitive price point. This range is aimed at the contract market, the timber is both FSC® certified and part of the Timber Neutral scheme, so you can be confident that your project is using sustainably sourced oak and we are replanting trees to cover the floors we produce.

General Details

190 x 16/4mm Rustic Grade

FSC certified

Brushed

1.9m Planks with nested halves

Competitive Prices

Durable UV Finish

17 Stunning colours



The mark of responsible forestry

PRICE BAND A*

	MSRP	TRADE
0 - 50m2	£79	£55
51 - 99m2	£75	£52
100 - 199m2	£72	£50
200m2 +	£65	£45
500 *	£57	£39

* Band A = codes S1 - 7

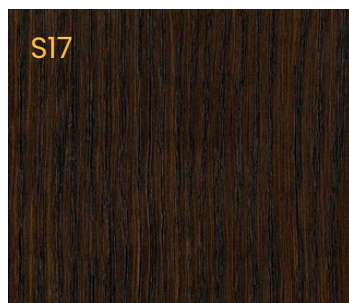
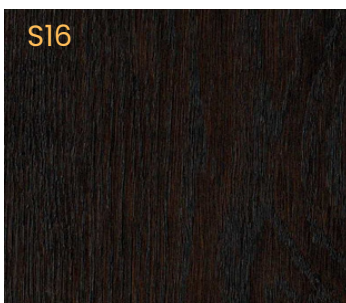
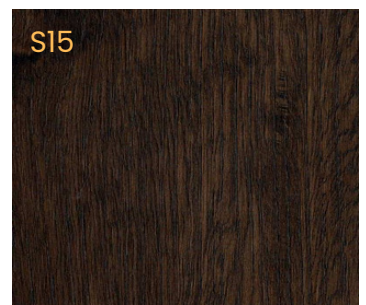
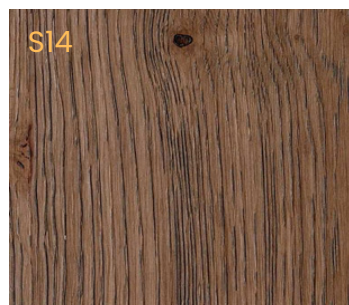
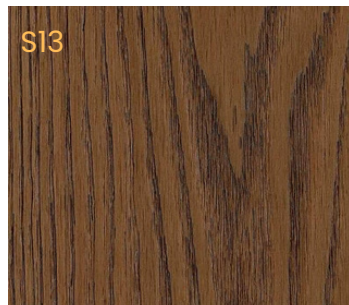
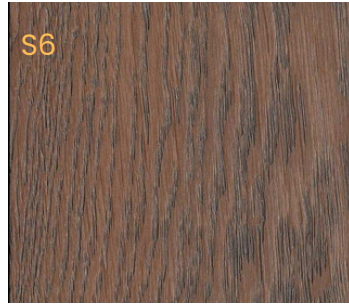
PRICE BAND B*

	MSRP	TRADE
0 - 50m2	£85	£59
51 - 99m2	£80	£56
100 - 199m2	£77	£54
200m2 +	£71	£49
500 *	£62	£43

* Band B = codes S8 -17

Prices per m2, excluding vat and delivery
Small order surcharge to apply if under 25m2

Space



COLOURS ALSO AVAILABLE IN
Riva *Trend*
PLEASE ENQUIRE FOR MORE DETAILS





STAIR TREADS & RISER

THE PERFECT SOLUTION TO TRANSFORM THE LOOK OF YOUR EXISTING STAIRCASE

By retaining your existing stairs, & bonding new oak treads and risers over the top, converting your staircase to oak becomes an easy job.

Better yet the cost is a fraction of a new oak staircase.

Every tread and riser is bespoke and made to order to match your new or existing floor.
Made from 20mm European Engineered Oak.

Square



Square Round



Bull



Flush



Side Return



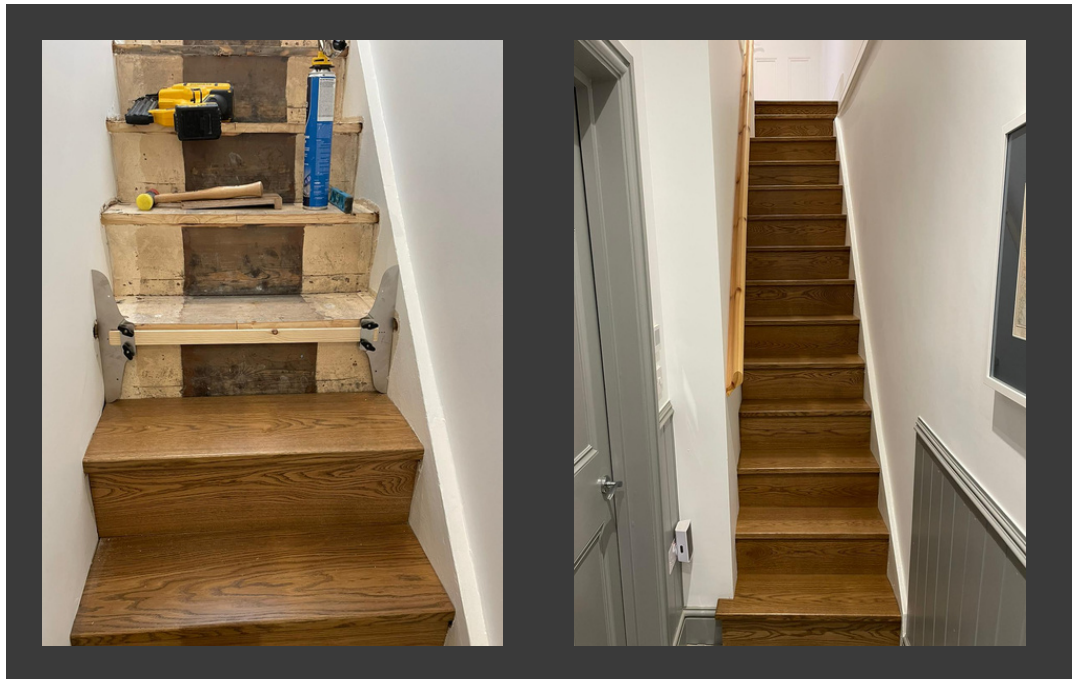
TREADS & RISERS
ARE
BESPOKE &
MADE TO ORDER USING OUR
ENGINEERED OAK

PLEASE COMPLETE OUR STEPS & RISERS ORDER FORM FOR A QUOTE



We have a measuring and plotting service available for stair cladding and nosing's.

This enables us to accurately measure and produce stair parts that will require little or no cutting on site.



There is a small charge for this, but it will save you the cost of making initial templates and installation costs with the addition of a huge saving on installation time.

We can still manufacture the stair parts from your templates, but they must be made to the size you require and include any additional overhang or side returns. They must also be made from 6mm MDF to run through our copy router.

FOR MORE INFORMATION CONTACT 01904 295223

COMPLETE THE LOOK WITH A SOLID WOOD DOOR PROFILE TO COMPLIMENT YOUR FLOOR

Semi Ramp

A semi ramp trim is to be used where a wooden floor meets a carpet or ceramic tiles.

Full Ramp

A ramp trim is to be used where a wooden floor reduces down to a level that your new flooring is installed against. e.g. vinyl, floor boards. Available in 15-18mm or 18-22mm.

End Section

An end section is to be used where a wooden floor meets a hearth, patio/front, back floor, or to butt up to a step. Also used also to create an inset door mat recess. Sold in 1m lengths. Available in 3m.

Twin

A twin trim is to be used where a wooden floor meets a floor of the supportable same or similar height e.g. Wood. Sold in 1m lengths. Available in 3m.

Flat Bead

An end section is to be used where a wooden floor meets a hearth, patio/front, back floor, or to butt up to a step. Also used also to create an inset door mat recess. Sold in 2.4m lengths.

Scotia beading

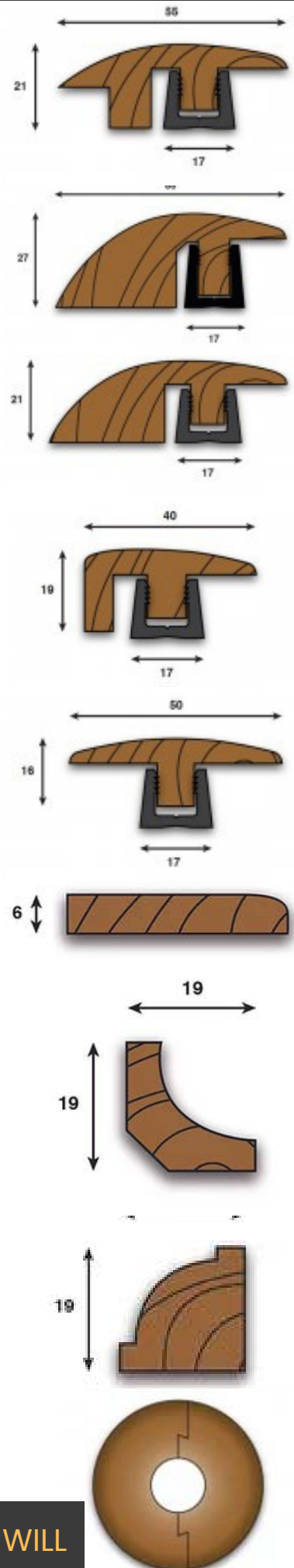
Used for finishing the perimeter of rooms to hide unsightly gaps left for expansion. Sold in 3m lengths.

Quadrant

Quadrant floor beading is used as an edge trim to cover the expansion gap when installing wood flooring. Sold in 3m lengths.

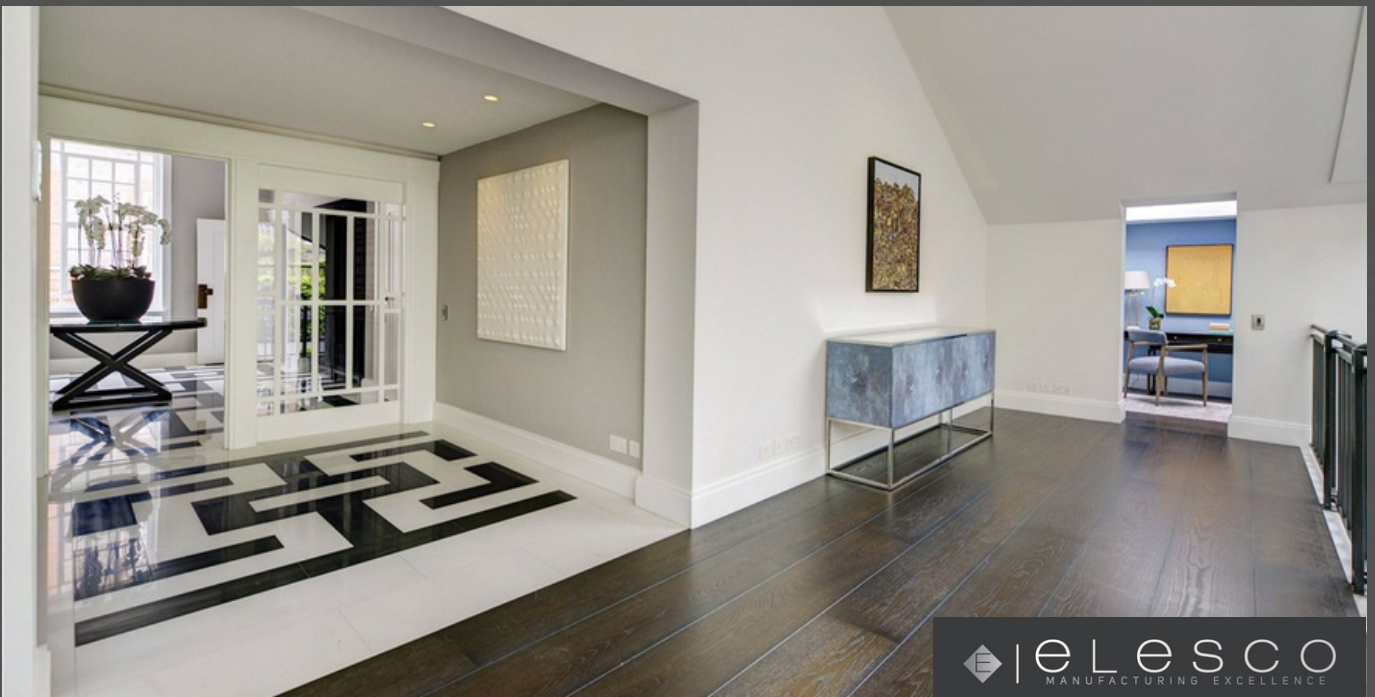
Radiator Pipe Collars

Covers unsightly holes where radiator pipes need to come through the wood. Sold in pairs.



ACCESSORIES NOT ORDERED WITH THE ORIGINAL ORDER WILL
INCURE A SET UP CHARGE OF £100 + VAT

CASE STUDIES



ADHESIVES/PRIMERS/DPM/MAINTENANCE & HARDWAX OILS

MS230



PU280



D3055



VOLUME DISCOUNT AVAILABLE

MS START



SIGIL



NANO-FIX



PU100



MS POLYMER



WOOD GLUE



SAICOS MAINTENANCE PRODUCTS



SAICOS HARDWAX OILS

3320
Ultramatt Plus
colourless

3305
Matt
colourless

3200
Satin matt
colourless

3035
High gloss
colourless

3100
White
transparent matt

3308
Frost
transparent matt

3317
Silver Grey
transparent matt

3328
Teak
transparent matt

3381
Walnut
transparent matt

3385
Rosewood
transparent matt

3319
Black
opaque ultra matt

3333
Pure
transparent



High density, fleece-backed natural rubber is extremely stable and prevents movement in your flooring, reducing wear and tear. With excellent acoustic performance thanks to its thick materials. The silver vapour barrier film protects your wooden floor against damp.

2MM FOIL



3MM FOIL



10M2 PER ROLL



Delivery Postcode	Price per pallet 1.9m & over
TS, DL	£75.60
AL, B, CV, CW, DH, DE, HD, HP, HX, LE, LS, LU, M, MK, NG, NN, OL, OX, S, SG, SK, SR, ST, WD, WF, WS, YO	£148.05
BA, BB, BD, BL, BS, CH, DN, DY, GL, HG, HR, HU, L, LN1-6, NP, PE1-21, PR, SN, SY1-3, SY10-11, TF, WA, WN, WR, WV	£148.05
CB, CF (exc 31-37, 39-45, 61, 71, 72), CM, CO, FY, IP, LL11-14, LN7+, NR, PE22+, , SS,	£179.50
BH, NE, PO (exc 30-41), SO, SP	£179.50
BR, CR, DA, EN, HA, IG, KT, RG, RM, SL, SM, TW, UB	£203.00
BN, CF31-37, 39-45, 61, 71, 72, CT, DT, GU, LA, ME, RH, TN	£203.00
CA, EX, *FK, *G, *KA (exc KA27-28), *KY, LD, LL15+, *ML, *PA1-19, PL, SA, SY4-9 & 12+, TA, TQ	£203.00
E, EC, N, NW, SE, SW, W, WC	£220.00
*DG, *EH, *TD, *TR (excludes TR 21-25)	£220.00
*DD, *PH1-14, *AB10-30, 32 & 39	£295.00
AM Delivery	£15.00
Timed delivery post 10.30am	£27.50
Timed delivery pre 10.3am	£40.00
Saturday delivery	£65.00

Haulage

- Please note, that any pallets over 2.6m long are only available on a 48hr delivery.
- Max weight 1250kg 83m²/20mm & 104m²/16mm per pallet.
- Fortec network.
- Kerb side delivery between 08:00 and 18:00 unless specified otherwise.
- Please advise if forklifts or labour is available on site to handball off, along with site contact name and number.
- It is assumed that the delivery address is accessible by truck measuring approximately 2400 wide by 10500 long and 3900 high. Please advise other wise.
- It is the buyer's responsibility to advise us of any height, weight, time and parking restrictions for the delivery address.
- Any costs incurred because of failure to advise any points above including return to base and redelivery costs will be charged.
- We can not be held responsible for any failed deliveries that are out of Elesco's control and would recommend that you only arrange for tradesmen to carry out work on your behalf after the goods have arrived.
- Please note, that any shortages or damages must be notified in writing on the delivery note or electronic POD. Failure to do so will mean that we are unable to accept liability.

Storage

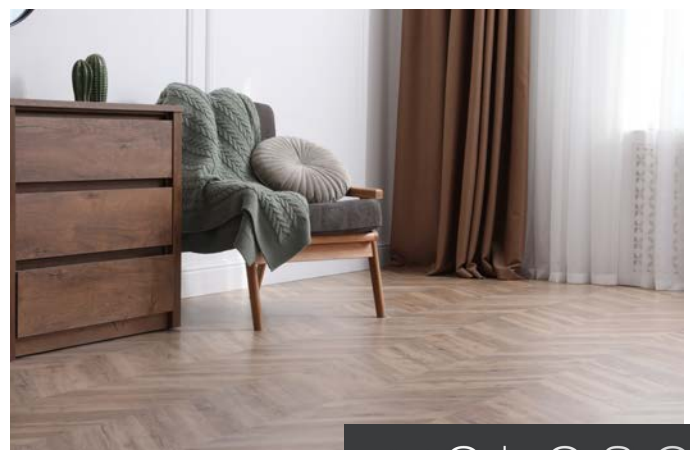
- A storage handling fee of **£20.00 +vat** per week/pallet for orders complete but held due to site delays will be charged. Please give 48hr notice before delivery is required and also forward full payment.

Sampling

- Colour accuracy of any product samples provided cannot be guaranteed to match the production due to the sample changing because of the passage of time and due to the material being a natural living product with natural colour variation.
- Elesco cannot take liability for any colour variation from batch to batch, even though we follow the same colour recipe.
- Any finishes involving the **fuming** process, will accentuate the natural colour variation in the wood. Production will appear darker and over time will lighten and mellow.
- We don't offer Bespoke colour matching for less than 100m² orders. We will send a near colour match from our colour bank, which covers an extensive range of colours.
- Sampling can take up to two weeks to get a match. It all depends on how complex the colour is.

Order surcharges

- A small order charge for any orders under **25m²** (no matter if it is a re-order or not) of **£150 + vat** will be charged, this is due to the time spent setting up the machines and cleaning down after production.
- Accessories not ordered at the time of the original order will incur a **£100 + vat surcharge.**



How to place the order

- Please email a PO to secure the stock and to confirm the order, along with a signed control sample. Please advise the site address, name, contact number and any site restrictions.

Payment Terms

We ask for a 50% deposit on placing the order and the balance on despatch.



COLOUR VARIATION OF WOOD FLOORING & SAMPLING

Wood is a natural material and will have variations from board to board and even within the board, not only in the visual features but also in the mineral density and fibre density. This natural variation in the wood responds to the process reaction during any subsequent colouring process whereby the speed of the reactions (E.g. fuming reactivity) and/or stain absorption saturation point can give a rise to variation in hue and density of the observed colour.

The result is a distribution or range of colours and tones around a central median colour. Subtle variation between individual trees and different parts of the same tree can result in different ranges of colour hue and density and also a difference in the median colour of a board exposed to the same production process. Any batch of flooring will in all probability be constituted from more than one tree.

The full run of supplied flooring will not only have a wider distribution of colour hue and density than a limited selection shown in a sample panel, board or swatch, but may have multiple distributions of colour hue and density overlaid on a range of median colours.

Indeed, a sample panel, being a sample will not exhibit the extremes or full range of the variation in the colour. Examples of how this might appear could be:

- Placing a board against the sample, the board may appear lighter, darker or have a different hue or density in colour. Two boards placed side by side could have a different median colour.
- With a board, the colour may vary (E.g. in the vicinity of a knot)
- This is the natural variation as expected from a natural material. The median colour of the sample will reside within the full colour range of the production batch.

MAINTENANCE GUIDELINES

- It is important to allow the finish on your floor to fully cure; this can take up to 10 days after finishing. To achieve this we advise you do not wet the floor but simply sweep or vacuum (Hardwax oils only)
- Use a damp cloth to blot spills and spots as soon as they occur. Always avoid allowing liquids to stand on your floor.
- Sweep, dust or vacuum the floor regularly with the hard floor attachment (not the beater bar) to prevent accumulation of dirt or grit that can scratch or dull the floor finish.
- Wipe / dry mop the floor weekly with a damp mop or cloth, microfibre cloths and mops give the best performance. Using the recommended cleaner for your floor.
- Use protective mats – good quality entry and exit mats will help collect dirt, sand, grit and other substances that can damage your floor. Do not use rubber or foam backed plastic mats as these may discolour your floor. To prevent slippage use an approved vinyl rug underlay mat.
- Use floor protectors on furniture- this will minimise indentations and scratches from heavy objects. As a rule the heavier the object, the wider the floor protector should be.
- Avoid sharp or pointed objects from scratching your floor.
- Watch your pets feet- keep your pets nails trimmed to keep them from scratching the floor.
- In order for your product to perform adequately for years to come it is important that the relative humidity and temperature parameters are between 45 – 65% are consistent within the property at all times. On some occasions properties with poor ventilation or very high levels of heating and insulation can have very low humidity levels, particularly during colder months. In this situation there is a risk of shrinkage and possible even structural deficiencies within the product. A hygrometer is an instrument used for measuring the moisture content in the atmosphere or a Fid Box which is fitted under the floor and monitors environmental conditions. If these readings are out of the parameter a re-humidifier would be recommended.
- Do not use abrasive cleaners, steel wool or scouring powder.
- Do not wash, steam or wet mop the floor as this may cause swelling, warping, delamination and joint separation
- Do not stick any adhesive tape direct to the floor.

MAINTENANCE KIT



KIT INCLUDES:

- Spray mop with cartridge
- 2 x Cleaning pads
- Applicator mop
- 1 x Applicator pad

OFFER PRICE
£70 + V

+ One of the below cleaners & maintenance oils to suit your floor



Terms & Conditions

1. Definitions

- 1.1 "Buyer" means the individual or organisation that buys or agrees to buy the Goods from the "Seller".
- 1.2 "Contract" means any contract for sale of goods by the Seller to the Buyer incorporating these Terms and Conditions
- 1.3 "Goods" means any goods forming the subject of this contract that the Buyer agrees to buy from the Seller.
- 1.4 "Seller" means JS Woodcraft Ltd of Stillington road, York, YO61 1EH T/A Elesco Parquet
- 1.5 "Terms and Conditions" means the terms and conditions of sale set out in this document and any special terms and conditions agreed in writing by the seller.

2. Conditions

- Nothing in these Terms and Conditions shall affect the Buyer's statutory rights as a Consumer
- 2.1 Our Terms and Conditions apply to all contracts for the sale of Goods by the Seller to the Buyer and shall prevail over any other documentation or communication from the Buyer
 - 2.2 Acceptance of delivery of the Goods shall be deemed conclusive evidence of the Buyer's acceptance of these Terms and Conditions
 - 2.3 Any variation to these Terms and Conditions (including any special terms and conditions agreed between the parties) shall be inapplicable unless agreed in writing by the Seller

3. Ordering

- 3.1 All orders for Goods shall be deemed to be an offer of the Buyer to purchase
- 3.2 The Seller may choose not to accept an order for any reason
- 3.3 If the Goods ordered by the Buyer are not available from stock, the Buyer shall be notified and given the option to either wait until the Goods are available, or be offered an alternative or cancel the order and receive a full refund within 30 days.
- 3.4 Goods pursuant to these Terms and Conditions are subject to acceptance by the Seller.
- 3.5 Goods are not sold on a trial basis
- 3.6 Oak is a natural product, each piece will have some degree of natural variation which is due to different grain, colour and shading. Elesco cannot guarantee that the sample piece will exactly match the laid floor.
- 3.7 The flooring installer is the last person to check the flooring, in the rare occasion a defective piece of flooring is found the company must be contacted, if the defective piece of flooring is installed it is deemed to be acceptable by the clients.
- 3.8 Any claim for compensation from any clients is limited to the purchase price paid for the goods, the company is not liable for an additional losses.

4. Pricing and Payment

- 4.1 The price of the Goods shall be that quoted on the Seller's Pricelist or quotation. The Price does not include VAT and delivery charges unless otherwise stated.
- 4.2 VAT will be charged at the current rate.
- 4.3 The total price, including VAT and any delivery charges, will be invoiced to the Buyer.
- 4.4 All payments will be made in GBP £'s sterling
- 4.5 After the Order is received the Seller shall confirm in writing, the details, description and price for the Goods together with the right to cancel if the Buyer is a Consumer.
- 4.6 If we list a product at the wrong price due to a typographical error or receive incorrect pricing information from our suppliers, we have the right to refuse or cancel any orders placed prior to the order being delivered.
- 4.7 We will not adjust any prices without you first being informed, and will allow you to withdraw your order at no cost to yourself and if applicable a full refund will not be given.

5. Sellers Rights

- 5.1 Adjust the price and specification of any item at its discretion
- 5.2 Withdraw any goods from sale at any time
- 5.3 Not liable to anyone for withdrawing any Goods from sale, price adjustments or refusing to process an order
- 5.4 Decline service to any individual Buyer
- 5.5 Colour accuracy of any product samples provided cannot be guaranteed due to the product being a natural living product with natural colour variances.

6. Warranty

- 6.1 The Seller warrants that the Goods will at the time of despatch correspond to the description given by the Seller. Except where the Buyer is dealing as a Consumer, all other warranties, conditions or terms relating to fitness for purpose, merchantability or condition of Goods, whether implied by Statute, common law or otherwise are excluded, and the Buyer is satisfied as to the suitability of the Goods for the Buyer's purpose.
- 6.2 When installing or using any of the goods or equipment supplied by the Seller, the Buyer shall observe all instructions, directions and warnings issued by the Seller. Details of the flooring installation and wood specification are given in our Flooring Information Pack. Failure to do so will invalidate any warranty.

7 Delivery

- 7.1 Upon receipt of your order, goods will normally be delivered within 4- 6 weeks from ordering unless otherwise advised.
- 7.2 The Seller shall endeavour to meet any date agreed for delivery. In any event time of delivery shall not be of the essence and the Seller shall not be liable for any losses, costs, damages or expenses incurred by the Buyer or any third party arising directly or indirectly out of any failure to meet any estimated delivery date.
- 7.3 We recommend that you only arrange for tradesmen to carry our work on your behalf after your goods have actually been delivered
- 7.4 If you have paid for your flooring to be delivered, delivery shall be made to the buyer's kerbside delivery address specified in the order confirmation and the Buyer shall make all arrangements necessary to take delivery of the Goods whenever the goods are tendered for delivery. The Goods will be delivered between 7.00am and 7.00pm, unless otherwise advised.
- 7.5 Title and risk in the Goods shall pass to the Buyer upon delivery of the goods.
- 7.6 It is assumed that the delivery address is accessible by truck measuring approximately 2400 wide by 10500 long and 3900 high.
- 7.7 It is the Buyer's responsibility to advise us of any height, weight, time and parking restrictions applicable to the delivery street address.
- 7.8 Any costs incurred because of failure to advise of any points in 7.7 including return to base and redelivery costs will be charged to the Buyer.

8. Cancellations and Returns Policy

- 8.1 The Buyer must inspect the Goods immediately upon receipt and shall notify the Seller in writing within 1 working days of delivery if the Goods are damaged or do not comply with any of the Contract
- 8.2 If the Buyer fails to do so the Buyer shall be deemed to have accepted the Goods. A telephone call does not constitute notification of non-acceptance.
- 8.3 If the buyer, without the Seller's written approval, processes the product to remove any perceived problem, a complaint won't be handled. If the third party, without the Seller's written approval, does some repairs or changes or even extra treatments on the delivered floor by the Seller, the complaint won't be handled.
- 8.4 Goods returned must be in a saleable and as new condition, and returned suitably packaged to prevent damage in transit
- 8.5 The Buyer must arrange transportation and pay all costs involved in transporting the goods back to Elesco, Stillington Road, Sutton on the Forest, YO61 1EH. The Goods must be insured whilst in transit for the full value, goods received damage after return will not receive a full refund from the Seller and the Buyer shall pursue their carrier for reimbursement and or return.
- 8.6 We will not refund the costs of delivery and labour etc. that we incurred in supplying the goods unless deemed to be faulty or damaged.
- 8.7 If the goods are to be collected the cost of collection will also be deducted from the refund.
- 8.8 Goods will only be accepted for refund if they are in a satisfactory condition.

9. Limitation of Liability

- 9.1 Nothing in these Terms and Conditions shall exclude or limit the liability of the Seller for death or personal injury resulting from the negligence of the Seller or that of the Seller's agents or employees
- 9.2 Except as may be implied by law where the Buyer is dealing as a Consumer, in any event of any breach of these Terms by the Seller the remedies of the Buyer shall be limited to damages which in shall no circumstances exceed the price of the Goods and the Sellers shall under no circumstances be liable for any indirect, incidental or consequential loss or damage whatsoever.

10. Waiver

- 10.1 No Waiver by the Seller (whether express or implied) in enforcing any of its rights under this Contract shall prejudice its rights to do so in the future

11. Force Majeure

- 11.1 The Seller will not be liable or adversely affected for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances beyond reasonable control, including but not limited to acts of God, war, strikes, lockout, flood, accident, fire, trade dispute, plant or machinery breakdown, shortage or unavailability of raw materials from a natural source of supply or Government Directive, the Seller shall be entitled to a reasonable extension of its obligations

12. Severance

- 12.1 If any term or provision of these Terms and Conditions is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if these Terms and Conditions had been agreed with the invalid illegal or unenforceable provision eliminate.

13. Changes to Terms and Conditions

- 13.1 The Seller shall be entitled to alter these Terms and Conditions at any time. This right shall not affect the existing Terms and Conditions accepted by the Buyer upon making a purchase.



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